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ABSTRACT

The planning, operation, and evluation are described for the initial courses offered by Nova University of the Air (NovAir), a program designed to bring courses for credit and non-credit to students via cable television, open broadcast, instructional television, radio, newspaper, and independent study. The two courses, Human Sexuality and Accounting, were taught during the spring of 1978. In addition to viewing the telelectures, students were required to attend three evening lectures during the term. Textbooks, study guides, written assignments, and examinations supplemented the telelectures and student meetings. A formal evaluation of the project was completed, and the results indicate that there may be great utility in continuing the program, assuming there is direct support of program directors and the installation of incentive tuition. (VT)

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TELECOURSES BY CABLEVISION:

NOVA UNIVERSITY OF THE AIR (NOVAIR)

JULY, 1978

Virginia S. Scigliano

Director

Nova University at Coral Springs

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V.S.S.

Nova University at Coral Springs

June, 1978

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INTRODUCTION

NovAir, Nova University of the Air, is a program designed to bring courses for credit and non-credit to students via cable television, open broadcast, instructional television (ITV), radio, newspaper, and independent study. This report describes the 1977-78 program planning, operation and evaluation. Operational activities involved setting up and conducting the program as well as program evaluation and recommendations for the future.

The following personnel were involved in NovAir; Dr. Virginia Scigliano, Director; Dr. Richard Bell, Executive Producer; Geri Anderson, Coordinator, and Budd Boyer, Public Relations Consultant. Program planning activity and coordination were shared cooperatively by these individuals. Also, considerable office staff time was involved in the completion of necessary paper work, such as, ordering equipment, registering students, selling and loaning books, logging laboratory time, answering telephone inquiries and correspondence.

Two NovAir cablevision and instructional television

courses were offered during the Spring of 1978. They were:

BES 2452 - Human Sexuality

BUS 3511 - Accounting I

Human Sexuality consisted of 20, thirty-minute videocassette telelectures. Accounting I included 15, thirty-minute programs. Twenty-four students enrolled in Human Sexuality and fifteen students enrolled in Accounting I. The telelectures were telecast on three cable television stations; Coral Springs, American Video Corporation, and Teleprompter in Boca Raton. The Instructional Television facility of the Broward County School System broadcast the courses in all local schools. The video programs were also available in the Laboratory for Community-Based Education at Nova University at Coral Springs and in the Coral Springs public library. In addition to viewing the telelectures, students were required to attend three evening lectures during the term. Textbooks, study guides, written assignments and examinations supplemented the telelectures and student meetings. A formal evaluation of the project was completed. The results indicate that there may be great utility in continuing the program, assuming there is direct support of program directors and the installation of incentive tuition. The following report describes this project in detail.

PRE-PROGRAM ACTIVITY

Delivery System

The delivery system consisted of video equipment, video series, texts and guides, and cablevision/ITV broadcast time. Many of the contacts had been established the preceding year during the initial pilot. However, the negotiations were still manifold, complex and required considerable time.

Video Equipment Purchase

Two videocassette player/recorders, one videocassette player, three television receivers, one viewing carrel, two portable tables and the necessary accessory equipment were purchased. Two portable viewing units were placed in the Laboratory for Community-Based Education at Nova University at Coral Springs. One stationary unit was also established at the Coral Springs Branch of the Broward County Library.

Video Course (Series) Selection

Course selection was based on the results of the need survey that had been completed the previous year. The following video courses were selected after previewing over a dozen different programs:

Course	Source	Price
BES 2452 - Human Sexuality	University of Washington Seattle, Washington 98195	$520
BUS 3511 - Accounting I	University of Mid-America Lincoln, Nebraska 68501	*$870

* Plus $10 per student

The selection of a psychology course and a business course provided offerings in two disciplines. These telecourse formats were contrasting in structure. Human Sexuality was a straight academic production featuring Dr. Nathaniel Wagner, Professor at the University of Washington. The Accounting I production featured an entertaining format with well-known television actors rather than academicians.

Textbook and Guide Arrangements

Each of the telecourses included a study guide and a textbook. The courses could "stand alone" or be used with instructor support. Textbooks, guides and respective prices follow:

COURSE	TEXTBOOK	GUIDE
BES 2452 - Human Sexuality	"Perspectives of Human Sexuality" by Nathaniel Wagner (Human Sciences Press) $7.25 "Fundamentals of Human Sexuality" by Katchadourian and Lunde (Holt, Rinehart & Winston) $12.43	$8.50
BUS 3511 - Accounting I	"Principles of Accounting" by Richard Metcalf and Pierre Titard (W. B. Saunders Co.) $17.65	$3.96

Viewing Source Schedule

The NovAir broadcast system consisted of American Video Corporation, Coral Springs Cable Television, Teleprompter

Cable Television in Boca Raton and the Instructional Television Center of the Broward County School System (ITV). A proposal was submitted to and approved by the Broward County School Board to telecast the programs through the Instructional Television Center on Monday and Thursday evenings at the rate of $100 per evening to cover the expense of technical labor.

In addition, the programs were telecast by the Instructional Television Center on Tuesday and Wednesday afternoons. This system enabled teachers to view the courses at any school in the county. The permission for the use of the ITV Center required approval by the School Board. Considerable time, effort and paper work were involved in this process. The Board voted 6 to 1 in favor of NovAir use of the Center.

American Video Corporation microwaves all ITV telecasts to their 14,000 subscribers in Pompano Beach, Lighthouse Point, Deerfield Beach, Wilton Manors, Lauderhill and Sunrise. During the preceding year's pilot, video courses had been "hand carried" to the American Video Corporation's main office. The use of the ITV Center increased the distribution system greatly.

Other cable television systems used were Coral Springs Cable television and Teleprompter Cable television in Boca Raton. Coral Ridge Properties covered the technician costs

for the evening broadcasts in Coral Springs. The time and expense involved prohibited making and establishing contacts with other cable companies. It is suggested that other cable companies be added as NovAir expands.

PUBLIC RELATIONS - PUBLICITY

American Video Corporation Activities

All AVC subscribers were informed about the upcoming college programs through their monthly billings. AVC added a message at their expense. Two monthly billings carried this message. A 10-minute public access program was taped and broadcast by AVC. This tape described the NovAir program in detail. The program was also promoted daily on AVC's continuous dateline announcements.

Coral Springs Cable Television Activities

Coral Springs Cable Television carries a flip card system on their Channel 13. Several NovAir cards were included in this system. Other advertisements were also carried on this channel, so it was felt that this would be an excellent way to reach the subscribers. An announcement was included in their monthly billing. This was accomplished at no charge to the University. A direct mailing was made to all subscribers. This is discussed on page 8 of this report.

Teleprompter Cable Television - Boca Raton

Teleprompter Cable Television in Boca Raton carried a daily announcement of NovAir with their continuous weather forecasts. This cable television company was added after the project was already underway.

Public Service Announcements and News Items

The following media were furnished two or more releases on the NovAir courses during the period February 19 to March 20, 1978. The articles were individually written. All major papers carried at least two separate articles on the program.

Sun-Sentinel
Fort Lauderdale News
Miami Herald
Boca Raton News
Palm Beach Post
Coral Springs Courier
Quad City News
Coral Springs Forum
Television Channels 4, 5, 7,
10, 12 and 51
Radio Stations WLOD, WFTL,
WEXY, WINZ, WIOD & WFUN

As a result of these specialized releases, Nova University of the Air received extensive news coverage.

Direct Mailing Campaign

A brochure was designed and developed to publicize the program. Copies of the NovAir brochures were distributed to over 6,000 Broward County school personnel. In addition, a listing of the courses, with inservice points specified, was distributed to these 6,000 school personnel. Therefore, two direct contacts were made with each of the 6,000 school personnel in the county.

Also, copies of the NovAir brochure and a cover letter were mailed to 3,000 Coral Springs Cable television subscribers.

Communiversity Library Program Reception

During February, a reception for the Communiversity Library Program was held at the Coral Springs Public Library. Local businessmen, politicians and community leaders were invited and were given a demonstration of NovAir. The reception introduced the Communiversity Library Program which is a cooperative effort between the Coral Springs Public Library and Nova University at Coral Springs. Books, materials and video programs are placed in the public library for use by university students and the general community.

Public Appearances

Presentations were made at meetings of the following community groups:

Kiwanis
Rotary Club
North Area Community Service Council
Coral Springs Cultural Society
West Point Society - Deerfield Beach Country Club

Newspaper Advertisement

Budgetary considerations purposefully did not provide for a large advertising campaign. Also, the public service radio announcements could have been jeopardized by a large advertising campaign. Therefore, a select and limited advertisement was placed in the Sun-Sentinel only. This advertisement was "repeated" three times in the regular news and once in Showtime, a supplement showing upcoming programs for the entire week.

Brochure Design and Development

A brochure describing NovAir was designed. Eleven thousand copies were made and distributed to interested citizens, school personnel, community groups and cable television subscribers.

Private Business and Public Agency Contacts

The following companies were contacted in an effort to bring NovAir courses to business groups:

COMPANY	CONTACT PERSON
American Express.	William Byrne
Motorola.	Jack Beavers
Broward County Training Officer	Lou Dittle
Broward County Sheriff.	Ed Stack
Director of Inservice-Broward County School System.	Hilton Lewis
Nova University Development Office. . .	Gary Smith

Although courses were not offered in-house at the above facilities, the possibility of future course offerings is still being explored.

PROGRAM COORDINATION

Viewing Schedules

Multiple viewing sources and times were established to provide flexibility.

SOURCE	DATES	TIMES
Teleprompter Cable TV - Boca Raton	Monday and Friday	9-10 am
Coral Springs Cable TV	Monday thru Thursday	9-10 am 1-2 pm 6:30-7 pm
ITV, Community Schools, American Video Corp., Cable Television	Monday and Thursday	7-9 pm 3-4 pm

SOURCE	DATES	TIMES
Coral Springs Library	Monday thru Thursday	9-9 pm
	Friday and Saturday	9-5 pm
Nova University at Coral Springs	Monday thru Thursday	9-8:30 pm
	Saturday	9-5 pm

Students could reserve individual time in the Laboratory at Nova University at Coral Springs and in the Coral Springs public library during the hours listed above. Some students viewed the ITV broadcast programs during the evening at community schools.

Student Information Packet

Each student, or prospective student, received an information packet containing a welcome letter, the programming schedule, a syllabus and student information sheets. The syllabus outlined all course assignments and their relationship to the telelectures. The student information sheets contained information that would be a helpful orientation for the students.

Book Loan System

There were two textbooks for Human Sexuality. One textbook was available on a loan basis from Nova University at Coral Springs. The other book was purchased by students.

Non-Credit Video Tape Library

A wide selection of New York Institute of Technology (N.Y.I.T.) videocassette programs has been made available to NovAir students, other Nova University students and the general public. These programs are located at Nova University at Coral Springs and in the Coral Springs Public Library.

PROGRAM EVALUATION

Design

The NovAir evaluation was designed to provide information about the courses and the strengths and weaknesses of the program. Future course areas were explored. The feasibility of continuing the program was also examined. A questionnaire was developed and Dr. George M. Barton, Center for Higher Education, acted as a consultant in the review and validation of the instrument.

The questionnaire was of Likert Scale design. A one (1) indicated a low rating and a five (5) on the scale reflected a high rating.

Administration of Questionnaire

The NovAir evaluation was mailed to the fifteen Accounting I students with written instructions to complete the statements and return the questionnaire in the self-addressed stamped envelope enclosed. Six students returned the completed questionnaire; six students were reminded by telephone to mail back their evaluation, but did not; three Accounting I students withdrew.

The Human Sexuality evaluation instrument was administered by the instructor at the last class meeting to twenty students. Two students withdrew from the course prior to the last meeting.

Analysis

Twenty-six students completed the evaluation instrument. Fourteen had not attended Nova University before. Five of these new students plan to continue at Nova and three indicated that they "might" continue. It appears that NovAir may have the potential to attract and retain new students.

Thirteen of the students are employed by the Broward County School System. Nine students heard about NovAir

through notices sent to the schools and six students received information about NovAir from friends. Five students were attracted by announcements on cable television. Two read about the program in the newspaper. None of the students indicated the radio as a source of information. Only eight students expressed interest in non-credit telecourses.

Twenty-six students gave positive replies to the questions "Would you recommend this course to a friend" and "Would you consider taking a course by video tape again."

Responses to specific program features indicated that students rated high "variety of viewing times," "convenience," and "college credit." The quality of the video programs and textbook materials received high ratings also.

Instructor teaching procedures varied. The Human Sexuality instructor scheduled three additional optional class sessions. Class sessions in general were perceived as giving essential content and interaction. The Accounting I instructor perceived his role as answering questions and clarifying problems. He did not present new material. Responses indicated that students would have preferred more information

from the Accounting instructor. Attendance was poor in Accounting I class sessions. Some feedback indicated that students were disappointed with the class sessions. Most Human Sexuality students attended more than the three required class sessions. Also, twenty of the students responded "no" to the question "In your opinion could the tapes and study guide materials stand alone without class meetings with an instructor". Students perceived the class meetings as necessary and valuable.

The occupational categories of students included fourteen teachers, two nurses, one electrical engineer, one analyst, one secretary, one homemaker, one medical administrator, one clerk and one stockbroker.

Eighteen students indicated that "others at their place of employment would be interested in viewing the courses at work". The locations listed were: Broward County School System, Holy Cross Hospital, Plantation General Hospital, Bendix Corporation, and Motorola.

Each student was asked to indicate what other telecourses interested them. Fifteen students selected Child Development (Child Psychology), four students

selected Accounting II, and eleven students selected General Psychology. Other courses suggested were: Advanced Human Sexuality, Nursing, Criminology, Business, Real Estate, Learning Disability, Philosophy, American Government and Vocabulary Studies.

Table 1 illustrates the viewing sources utilized. Many students utilized multiple viewing sources. Eleven students viewed lessions via Broward County Instructional Television. Nine viewed tapes in the Laboratory for Community-Based Education at Nova University at Coral Springs and seven through American Video Corporation Cable Television.

Tables 2 thru 5 describe student ratings of video tapes, textbook, study guide materials, instructor, and reasons for choosing the course.

Twenty students stated that the course could not "stand alone without class meetings with an instructor".

The students were asked to add comments on the bottom of the questionnaire. The majority of these comments were positive. Appendix A contains a listing of these comments.

TABLE 1

NUMBER OF STUDENTS UTILIZING VIEWING SOURCES*

Course	School - afternoon	Community School - Evening	Coral Springs Cable	Tele-prompter Cable	American Video Corp.	Coral Springs Lab	Coral Springs Library	Combined Totals
BES 2452 - HUMAN SEXUALITY	9	-0-	3	-0-	5	7	1	25
BUS 3511 ACCOUNTING I	2	1	1	1	2	2	2	11
TOTALS	11	1	4	1	7	9	3	*36

*Several students used more than one viewing source

N = 26 (20 Human Sexuality students, 6 Accounting I students)

TABLE 2

STUDENT RATINGS OF COURSES

Video Tapes

COURSE	INFORMATIVE	ENTERTAINING	HELPFUL FOR LEARNING PROCESS	RECOMMEND THIS TELECOURSE BE REPEATED
BES 2452 HUMAN SEXUALITY	*4.8	4.3	4.8	4.8
BUS 3511 ACCOUNTING I	4.0	4.2	4.2	4.6
COMBINED MEANS	4.6	4.3	4.7	4.8

*MEAN SCORES OF 1 THROUGH 5 RATINGS

N = 26 (20 Human Sexuality students, 6 Accounting I students)

TABLE 3

STUDENT RATINGS OF COURSES

Textbook and Study Guide Materials

Course	They reinforced & Clarified the tape Presentations	They were a necessary part of the course	They were of high Quality
BES 2452 HUMAN SEXUALITY	*4.4	4.0	4.5
BUS 3511 ACCOUNTING I	4.4	5.0	4.6
COMBINED MEANS	4.4	4.2	4.5

*MEAN SCORES OF 1 THROUGH 5 RATINGS

N = 26 (20 Human Sexuality Students, 6 Accounting I students)

TABLE 4

STUDENT RATINGS OF COURSES

Instructor

COURSE	Classroom Instruction Complemented the tape and printed material	Instructor Contributed Additional Information and Insight	Instructor was Essential to The Course	Class Meetings Enjoyable
BES 2452 HUMAN SEXUALITY	*4.2	4.4	4.5	4.7
BUS 3511 ACCOUNTING I	4.0	4.2	3.6	3.6
COMBINED MEANS	4.2	4.4	4.3	4.5

*MEAN SCORES OF 1 THROUGH 5 RATINGS

N = 26 (20 Human Sexuality Students, 6 Accounting I students)

20.

TABLE 5

STUDENT RATINGS OF COURSES

Reasons for Choosing Course

Course	Variety Viewing Times	Variety Viewing Sources	Personal Interest Subject Matter	Needed The Credits	Instructor	Convenience	Curiosity	10-week Term	Coordinator's Asst.
BES 2452 HUMAN SEXUALITY	*4.6	4.4	4.4	4.9	3.2	4.7	2.8	4.1	3.4
BUS 3511 ACCOUNTING I	4.4	3.8	4.5	3.8	3.0	5.0	3.0	3.4	3.8
COMBINED MEANS	4.6	4.3	4.4	4.7	3.1	4.8	2.8	4.0	3.5

*MEAN SCORES OF 1 THROUGH 5 RATINGS

N = 26 (20 Human Sexuality students, 6 Accounting I students)

CONCLUSIONS

There are several conclusions that can be drawn from Nova University's initial experience with telecourses. Indeed, NovAir appears to have potential as a valuable University program. The tremendous amount of publicity that it received indicated that NovAir is not only highly newsworthy but that it is truly seen as an "innovation" by the general community. Although NovAir required complex negotiations with cable television directors, it does enable us to work with the community in a new, unique manner. The relationship that NovAir established with the school system was a pioneer experience in this community. This is the first time that the ITV Center has operated in the evening for broadcast. As a community-based service, the Broward County Adult Education office personnel were permitted to broadcast non-credit courses along with our credit programming, since there were four available channels. In general, NovAir allows the University to explore new ways in which education can be brought to the student. The University can serve students at their convenience. This approach is philosophically compatible with the achievements of the University at the external doctoral level. It is an approach that is forward-looking and the technology is in keeping with the times.

PROBLEMS

There were several problems encountered with the NovAir program. During University-wide meetings to evaluate proposed course offerings, it became evident that some of the available telecourses would not meet existing Nova University program requirements for required courses or would require too much personnel time to make the course acceptable.

Another sensitive area that had to be considered was that other University program directors perceived that NovAir would "rob" students from existing on-campus programs. A major fear arose over whose budget would be credited with these students. This inter-departmental questioning about the program resulted in a delay in program start-up. It was felt that high level internal University support was essential.

The short lead time of five (5) weeks was insufficient to fully design and print the brochure and at the same time to thoroughly publicize the program offerings. Even with this shortcoming it was still felt that valuable lessons have been learned about the conduct of telecourses in Broward County.

Some student confusion existed because NovAir began prior to the regular spring term. Some students did not realize that the starting date was earlier than the regular term. Some learned of the program for the first time during

spring registration. This particularly affected school teachers who were on Easter vacation during the first week of the NovAir telecasts.

Another problem encountered was that registration forms and procedures were being modified at Coral Springs. NovAir was a new and complex concept and posed an additional burden on an already overburdened situation.

Another problem concerned office staff. It was necessary for office staff to know and understand the various viewing sources. Many telephone inquiries were received and extensive time was spent in answering questions and assessing student needs. Also, the staff had to be familiar with procedures for reserving laboratory and library viewing time, procedures for book loans, dates of schedule lectures, course requirements and procedures for selling textbooks and study guides. Staff orientation was considered vital to NovAir's success.

Also, negotiations for telecasting on Coral Springs Cable Television were interrupted by a change of ownership that occurred simultaneously with the start-up of NovAir. The new owners honored the previous commitment, and the programs were telecast with the cable company's office staff responsible for the actual programming. This posed an undue hardship on the cable television staff. At times their workload interfered with NovAir programming.

There was an "overriding" problem with NovAir. The program necessitates close cooperation within Nova University, externally with independent cable television companies and with many public school system personnel. Any complication arising in any one link in the system requires an exhorbitant amount of time and energy to resolve.

Because of the amount of coordination involved, it is necessary to have at least one full-time staff person responsible for NovAir. This person would facilitate course identification, coordinate program, publicity and act as a liaison between students and instructors. Much of the success of this program depends on a thorough understanding of the program by office staff and prospective students. A thorough assessment of each prospective students' needs is necessary to determine appropriate viewing alternatives.

RECOMMENDATIONS

It is recommended that the NovAir Program be continued. It is also recommended that this include credit course offerings, independent study offerings, open broadcast courses and non-credit offerings. This four prong approach is illustrated in Appendix B.

The two credit courses that should be considered for the fall of 1978 are in the areas of Education and Business. The viewing sources should be similar to those utilized this past year. Plans should include expansion to other cable companies. It is also recommended that educational programming on Channel 12 be explored with the possibility of offering credit for some of these programs such as "Roots", "The Long Search", etc. These would be conducted in cooperation with Miami-Dade Community College.

It is recommended that some of the available New York Institute of Technology video tape series be supplemented with instruction materials and offered as credit courses through independent study.

Also, it is recommended that NovAir develop some non-credit programming by purchase or rental of video programs that would appeal to special interest groups, such as, nurses, small businessmen, club women, etc. The opportunities

for groups to cover the cost of these programs should be explored.

It is strongly recommended that a required undergraduate/graduate education course be offered at a reduced tuition. The part-time coordinator position should be continued and one full-time clerical staff person should be added.

APPENDIX A

COMMENTS BY STUDENTS

Human Sexuality

I think the program was excellent and definitely should be continued. More courses should even be offered during the term.

The added class time was needed to discuss the telelectures.

Excellent - very informative. Child showed much enthusiasm. Enjoyed every minute.

Class participation is very important. Interaction with other peers is a very important part of this course.

I really enjoyed the telelectures and material presented and will attend again.

Very informative course!

More courses please.

I enjoyed the course very much as I have children at home and it is very difficult to attend classes every week.

Telelecture guide should include supplemental information-not repeating the data already presented in the lecture. High points could be indicated but the remainder should be new. The good doctor has so much knowledge he could share more in the book than on the TV lectures.

A most enjoyable, informative course!

Make the texts optional as they are unnecessary to learn the concepts and are not feasible to absorb in such a short time.

This use of cable television was outstanding. It made information available to all interested members of the family. It eliminated the tedious exercise of transportation once a week or more for class.

I thought the telelectures were excellent.

APPENDIX A

Accounting I

Our instructor indicated he felt an orientation meeting should have been held before the first tape was shown. I thoroughly agree with this. I was confused as to which information I should study most for the first exam, that which was brought out on the tapes or things mentioned in the books which were not brought out on the tapes. Other than that I really enjoyed the course and the freedom I had to do my lessons when it was convenient for me.

Coral Springs Cablevision should have had late afternoon or more evening showings of the tapes so that the working adult could view them easily. The first class meeting should have been scheduled about a week before the tapes began so that the course could have been explained and what procedure the students should follow.

I plan on finishing my degree at the Coral Springs Campus as I like the environment, but I would only take another accounting course by this method if there was more time for the instructor to explain some of the more complicated sections of the subject.

The instructor could have been better prepared and contributed problems he has encountered being a C.P.A. I only went to the first session however. This course is fantastic for those with scheduling difficulties.

APPENDIX B

NOVAIR

1978/79 PROGRAM SCHEDULE

Credit Cable ITV Courses

Title	Source	Term
The Growing Years	Coast Community College Fountain Valley, Calif.	Fall, Winter, Spring
Intro to Business	Dallas County Community College Dallas, Texas 75243	Fall
American Economy	Milwaukee Area Tech College Milwaukee, Wisconsin	Fall
Human Sexuality	University of Washington Seattle, Washington	Winter
Accounting I	University of Mid-America Lincoln, Nebraska	Spring
Making Sense of Society	Great Plains National Lincoln, Nebraska	Spring
As Man Behaves	Coast Community College Costa Mesa, Calif.	Winter

Independent Study

Ascent of Man	Laboratory for Community-Based Education
Age of Uncertainty	Coast Community College Costa Mesa
Making It Count	Boeing Computer Services Ft. Lauderdale, Florida
Business Law I	Miami-Dade Community College

Open Broadcast Credit Courses

Title	Source	Term
As Man Behaves	Coast Community College	
Roots	Miami-Dade Community College	
The Long Search	Miami-Dade Community College	
Art of Being Human	Miami-Dade Community College	
Cinema Eye	South Carolina ETV Network Columbia, S. C.	

Non-Credit Underwriters

Management: Small Businessman	Nebraska Educational TV Lincoln, Nebraska
Life, Death and Taxes	University of Michigan Ann Arbor, Michigan
The Thin Edge	Laboratory for Community-Based Education
Woman's Seminars	Educational Broadcast Corp.
Systems Performance: Human Factor and Systems Failures	Great Plains National Lincoln, Nebraska